



Training Workgroup Meeting Notes

TO:

Training Workgroup Members

FROM:

Colleen Graber, Public Policy Associates

SUBJECT:

Training Meeting Notes, November 5, 2008

DATE:

November 5, 2008

Items Relevant to Other Workgroups

- Need to communicate with CBC group about recommended changes to the Campaign website to avoid duplication.
- May need to connect with the CBC group about outreach to property managers and landlords.

Attendees

- Lisa Chapman
- Monica Bellamy
- Emily Doerr
- Cindy Arneson
- Carrie Fortune
- Amy Smith
- Susan Hanington
- Chuck Steinburg
- Paulette Smith
- Jeff Betlewski
- Shannon Baltimore
- Colleen Graber

Discussion Items

- Welcome and Introduction of new members
 - Total membership for the Training group is now 17.
- Review of agenda

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■ Next Steps for the Charter

- The Charter was revised on October 29 to reflect the revisions to the language of the strategic issues.
- Some of the due dates on page 4 of the Charter were updated as well.
- Not everyone has the updated version, so it will be sent out via e-mail again.
- If there are no suggested changes, it will be assumed that everything is a go.
- The Charter will be submitted to the Departmental Resource Team (DRT) for consideration and approval before the next DRT meeting November 19, 2008.
- Once approved, the Charter will be the guiding document for this workgroup.

■ Determine goals and tasks for Strategic Issues 2 and 3**● Action Plan**

- ◆ Current version should be dated 10-29-2008 Draft 2, reflecting what was done at the 10-15-2008 meeting.
- ◆ Not everyone has this version today.

● Strategy 1

- ◆ Discussion about the Campaign website
- ◆ At the summit there was a short meeting with the provider, Pace and Partners, to update the website.
- ◆ Looking for input on what things need to be changed, what things people would like to see.
- ◆ PPA will be working with P&P to communicate workgroup suggestions.
- ◆ Everything that was brought up at the meeting in Lansing was written up and sent on to P&P by Paulette.

● Strategy 2

- ◆ Strategy 2 was unchanged from the last meeting.
- ◆ Strategy 2.1 is to provide key partners with best practices/promising approaches.
 - One thing that came out of the 10-15 discussion was that people thought it would be important to build upon that knowledge through on-site tours and peer discussions to help people use the knowledge that they are gathering.
 - Focus should be nationwide, but with the understanding that there is a statewide component so that it is seen as something that works in Michigan.
 - Moving forward with the web portal ties in because there could be a best practices clearing house on the website.
 - Who should host something like this?
 - There are other organizations that, like HUD, have information like this on their websites.
 - Campaign website could be more user-friendly and have links to best practices.
 - How to populate a list of best practices/promising approaches
 - Focus groups in other states.
 - Each region takes a region of the U.S. and undertakes a fact finding mission.

- Letting the practitioners define what they think is a promising approach for their region.
- Identifying the characteristics of the community being served might work to help match up what approaches might be most promising for those individual regions.
- Might ask for submissions of these approaches from across the country.
- Could be a two-pronged effort to gather information ourselves and be part of a national-level interest, if there is one.
- Would be good to have people offering to host tours of their facilities, so there is a project that goes along with the promising approach as well as a point person.
- More discussion in action forums at the Summits around best practices and promising approaches.
- Look for opportunities for action outside of normal venues.
 - ◆ For instance, on the regional level.
- Put the word “regional” in, so that it is national, statewide and regional.
- ◆ Strategy 2.1.1 will be looking at possible follow-up. That might include bringing these practices home to see how they would work in their own counties.
- ◆ Strategy 2.2
 - Reaching out to the property management companies will be key.
 - 2.2 might need an additional statement regarding property management companies.
 - Encourages understanding of which companies are amenable to working together.
 - Will want to break out landlords as a group as well, to get them on board.
 - Need incentives to encourage partnerships to take place.
 - Once you identify the incentives, you need to get the word out to other partners who are not aware of the efforts underway.
 - Not all are financial incentives.
 - Sometimes the incentives are additional partners.
 - ◆ With landlords, there is desire to reach out to the homeless population, but they feel they get burned, so partnerships can be a big incentive.
 - Identifying incentives, outreach, and a mechanism for continual identification should be a strategy.
 - Capture examples of partnerships and communicate them across the regions.
 - One example is where landlords might partner with case managers to assist with problem tenants.
 - Create memorandums of understanding so there is some strength behind the partnerships.
 - Create a mechanism to encourage collaboration and conversation among these groups.
 - Create a mechanism (survey, focus group, or forum) to get feedback on housing partner needs.
 - Challenging because they are about business and do not do long meetings.
 - Engagement of these people will come from learning what their needs are.
 - One example is a landlord breakfast forum.

- Another example is public acknowledgement of those landlords that are doing good work.
- Survey of local non-profit developers will yield a lot of response.
- **Strategy 3** – was changed on the October 15 to include knowledge.
 - ◆ **3.1** – administrative and front-line support.
 - What gaps in knowledge are there, that can be addressed to make the Campaign successful?
 - How can it be supported on a broad scale?
 - Might want to weave in best practices/promising approaches.
 - Might be helpful for housing developers and that sector to use the knowledge on that front.
 - The local government needs to be included, too.
 - E.g., Lansing police were conducting workshops talking to landlord groups about who not to rent to, creating a conflict between agencies.
 - Expand the circle of who affects housing and who has influence over how that is perceived.
 - Emphasis that locally or regionally that there need to be alignment, so that there is fundamental knowledge about what is trying to be done here.
 - Add PHAs (public housing authorities); pull them in because some are involved and others are not.
 - ◆ **3.2**
 - Further conversations are needed with HUD reps and COCs.
 - An explorative task that might lead to another task.
 - Might be a good idea to get all these people together so we can understand what is going on with all groups and find common issues across continuums.
 - Maybe quarterly.
 - Should be all HUD reps, not just one.
 - ◆ That there is an interest and a need to have HUD reps must come from this group.
 - Anyone who has an SHP caseload should be involved.
 - Need to tap into the MSHDA people that are involved with the Continuums, those reps will know the strengths and weaknesses of the continuums they are involved with.
 - Homeless Assistance representation.
 - Total chaos at the Summit breakout
 - Need to get the housing agents more involved.
 - Get them to go to more than one COC meeting a year and be encouraged.
 - There needs to be communication and involvement by these people.
 - Knowledge building is about helping all these people see the roles they play.
 - In terms of quality improvement, might we think about altering the concept from implementing a standard QI system to developing a set of standardized guidelines to enable those local people to develop their own QI approach. That way there is a consistent frame, but not trying to implement the same approach across all fronts.

- Closing
 - Draft some suggestions for the next meeting.
 - If people have burning issues, feel free to e-mail
 - Materials will go out before the morning of the meeting.

Tasks Completed

Tasks Assigned

- Colleen Graber to follow up on revised Charter.
- Lisa Chapman to resend revised Charter to all workgroup members.
- Everyone needs to review the revised Charter and submit changes and/or suggestions within the next week.
- Colleen Graber to redraft Action Plan.
- Lisa Chapman to send out updated Action Plan.

Next Meeting

- December 3, 2008 9:30-11:00 a.m.